



CONTRACT USER GUIDE



How to Use the Statewide Contract for Premises Based Tenant/Shared Switch Systems (PBX)

Contract #: ITT12

Contract Duration: 02/20/2002 to 06/30/2016

MMARS #: ITT12DESIGNATEDITD00* **Options to renew:** through 06/30/2016

Contract Manager: Brad Steele **Phone:** 617- 660-4645

Email: brad.steele@massmail.state.ma.us

Contract Summary

The Information Technology Division in association with OSD has awarded the Shared Switch blanket contract (ITT12) to Avaya. This contract currently provides shared telecommunication services to multiple agencies in the McCormack, Saltonstall and MITC Building locations but is open for expansion to all eligible entities. Please read the associated OSD update for more information on how to become a member. Also see the <http://mass.gov/itd> web site. The cost tables for services are included on the update along with contact information.

With the latest amendment this contract is also in accordance with [EO532](#) and could be used to develop the core network of PBX systems that will be needed to deliver statewide DR, BC listed in [EO490](#) and [EO493](#). By utilizing VoIP and legacy technologies to interconnect currently deployed PBX systems Once this network of PBX system has matured to cities and towns it could also be used to improved collaboration between all governments entities in accordance with [EO480](#). As an added benefit to this sharing infrastructure needs less energy to power and less pieces of equipment to work, this is the cast out to end user VoIP equipment allowing us to use this as a [EO484](#) clean energy example.

These Executive Orders can all be at least partially addressed with this contract:

[Executive Order 480](#) – Strengthening The Level of Partnership and Collaboration Between State Government and Cities and Towns.

[Executive Order 484](#) – Leading By Example-Clean Energy and Efficient Buildings.

[Executive Order 490](#) – Mandating Preparation, Review, Updating, and Electronic Management of Continuity of Government and Continuity of Operations Plans.

[Executive Order 493](#) – Establishing the State Interoperability Executive Committee.

[Executive Order 532](#) – Enhancing The Efficiency and Effectiveness of The Executive Departments Information Technology Systems.

Scope of Contract:

This is the ITD designated statewide contract which provides a common communications utility providing all participating Commonwealth entities with an economical, reliable, fully featured state of the art telecommunication service. The system is a tenanted single dial plan environment. It provides management and billing services for the phone system and its utilization. Service and Maintenance pricing are provided in the cost tables below.

Contract Term:

The last iteration of this contract began in July of 2012 with a five year initial term. This term expires June 30 of 2017. There are no renewals in this contract path.

Open Enrollment: This is a single vendor contract until it is complete.

Who Can Use This Contract?

Applicable Procurement Law: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00

Eligible Entities:

01. Cities, towns, districts, counties and other political subdivisions
02. Executive, Legislative and Judicial Branches, including all Departments and elected offices therein;
03. Independent public authorities, commissions and quasi-public agencies
04. Local public libraries, public school districts and charter schools;
05. Public Hospitals, owned by the Commonwealth;
06. Public institutions of high education
07. Public purchasing cooperatives;
08. Non-profit, UFR-certified organizations that are doing business with the Commonwealth;
09. Other states and territories with no prior approval by the State Purchasing Agent required; and
10. Other entities when designated in writing by the State Purchasing Agent.

Pricing and Purchase Options

Methods of Acquisition:

This Statewide Contract provides for the service, purchase, installation and maintenance of a variety of premises-based telecommunications systems, peripherals and accessories as used in the MassVoice (shared) environment.

MMARS information:

MMARS users will use contract number ITT12 for encumbering funds for equipment purchase, BT2L412 for service, installation and maintenance.

Where to Find Contract Information on COMMBUYS

To access vendor contracts, the Request for Response (RFR), related documents and form, please go to the [COMMBUYS](http://www.commbuys.com) (www.commbuys.com) website. Click on "Contract & Bid Search" then, select the "Contracts/Blankets" radio button.

- Enter "ITT12" in the Contract/Blanket Description field
- Select "Statewide Contract" from the Type Code pull-down menu
- Click "Find It"

Contractor Information for ITT12 Shared Switch, Tenant Services

Contractor Name: Avaya, Inc.

Contact: Wilson Lobao

Account Manager - MA/RI State, Local & Higher Ed

New England

978 671-3581 Office

wilobao@avaya.com

Cost Table

Description: Core Site Rate						
Recurring Monthly Charges						
Charges per seat from bill period following Effective Date to June 30, 2011 based on the following tiers:						
ITT12 1 Ashburton Supported Seat Rate	1,500 - 1,849	1,850 - 2,199	2,200 - 2,899	2,900 - 4,499	4,500 - 8,499	8,500+
Contracted Rate per Supported Seat	\$16.21	\$14.52	\$13.61	\$13.25	\$12.61	\$12.16
Monthly Billable Price per Supported Seat	\$16.47	\$14.80	\$13.90	\$13.55	\$12.93	\$12.52
Monthly ITD Credit per Supported Seat	\$0.26	\$0.28	\$0.29	\$0.30	\$0.32	\$0.36
Description: Remote Site Services Rate						
Services only Pricing	Remote Seat Rate	Ashburton on CMS				
Remote Agency per Seat Rate	\$9.64					
Remote Agency use of 1 Ashburton ITT12 CMS per seat Rate		\$0.55				
Additional Charges: See Cost Tables						